

Circuit Telephony

Masterclass Training
Unify Academy

Last update January 27th, 2020 – latest version is available [here](#)



Disclaimer

The information provided in this document covers general information and feature descriptions about Circuit. Actual use may be different from what is described, and depends on the user's Circuit license package. Circuit will also change as a result of solution development.

The information is based on best available sources at the time of publishing and we are not liable for any errors or omissions in this material.

Index

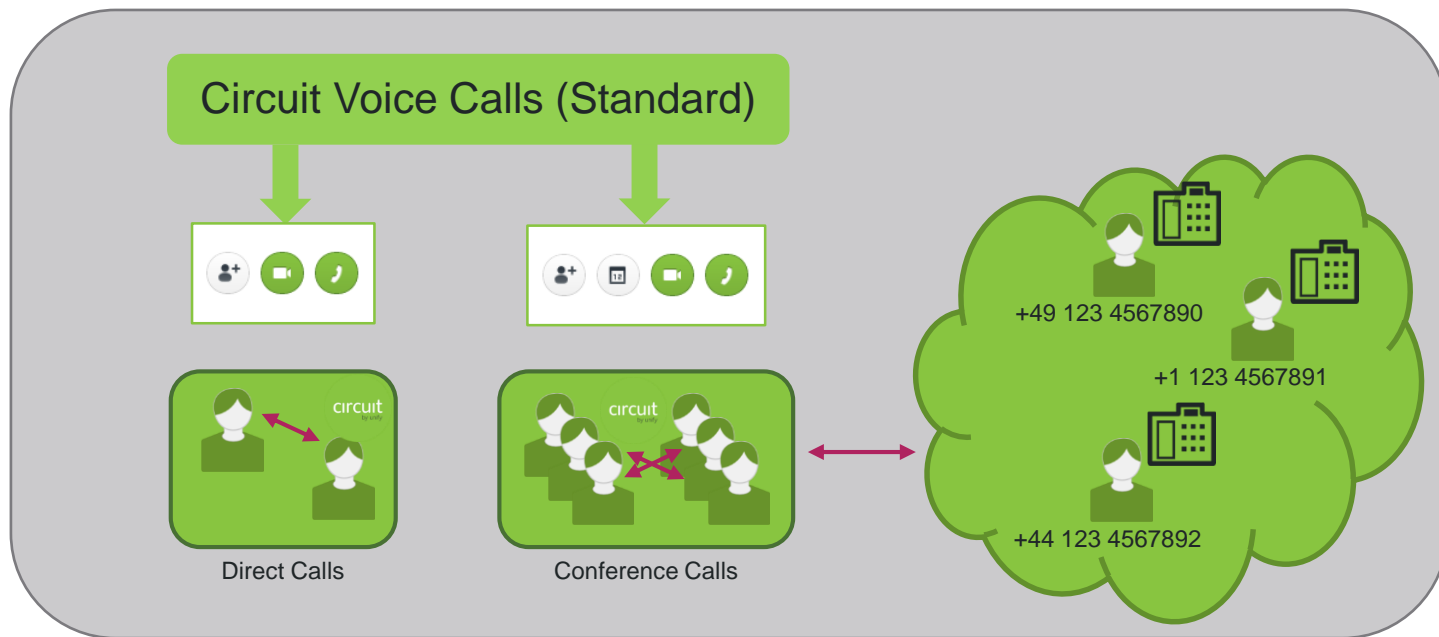
1. Overview
2. Basic Settings
3. Steps to make a Call
4. Call Pickup
5. Hunt Group
6. Mobile Devices (Overview)
7. Emergency Calls



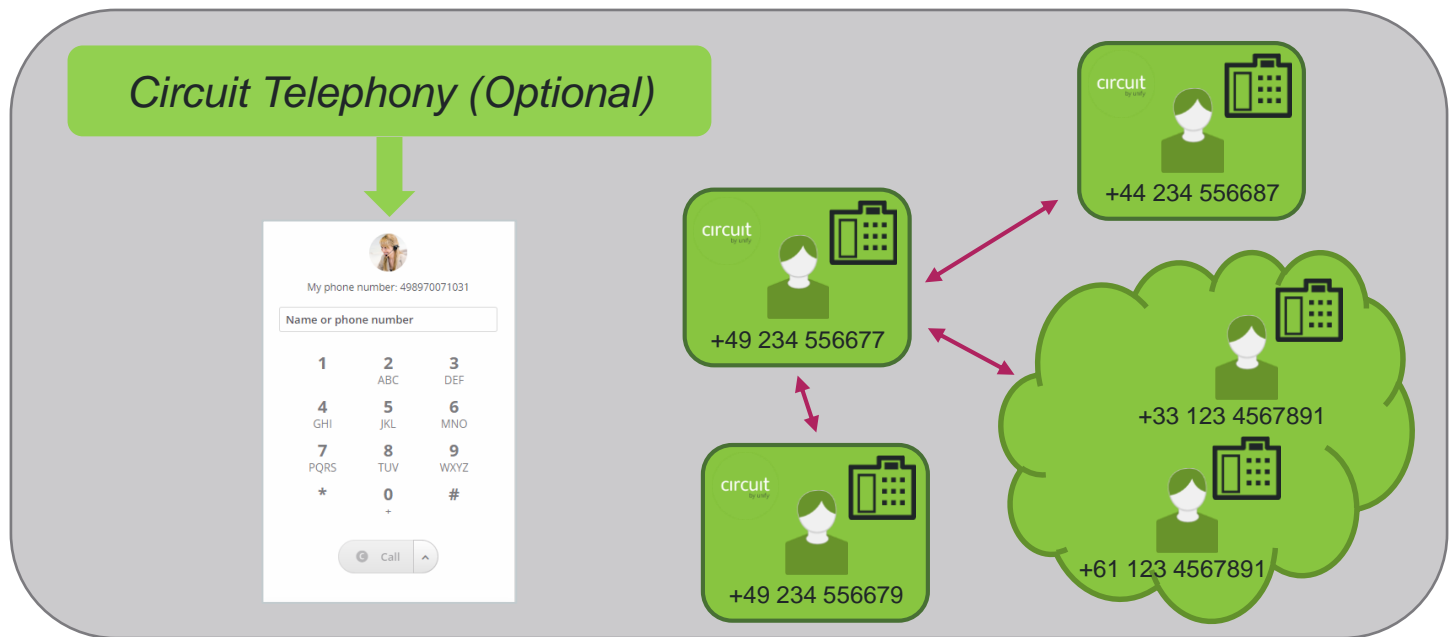
1. Overview



Circuit Voice Calls



Circuit Telephony



Overview Circuit Telephony

The screenshot shows the 'Circuit - Call history' window. The left sidebar contains a 'Call history' section with a search bar and a 'Voicemails' section with a search bar. The main area displays a 'Call history' table with columns for 'All', 'Missed', 'Diald', 'Received', and 'Redirected'. The table lists several calls, including outgoing calls to 'Sepp Salzig' and an incoming call from 'Sepp Salzig'. A 'Call' button is visible at the bottom left of the sidebar.

Annotations and their corresponding actions:

- Open call history: Points to the 'Call history' link in the sidebar.
- Open Phone menu: Points to the '1' icon in the sidebar.
- Type name or number or choose from list: Points to the search bar in the sidebar.
- Type number via mouse click: Points to the numeric keypad in the sidebar.
- Start call: Points to the 'Call' button in the sidebar.
- Choose call device: Points to the 'Call' button in the sidebar.
- Choose call journal: Points to the 'All' tab in the main area.
- Click call information to dial: Points to the 'Sepp Salzig' entry in the main area.

2. Basic Settings

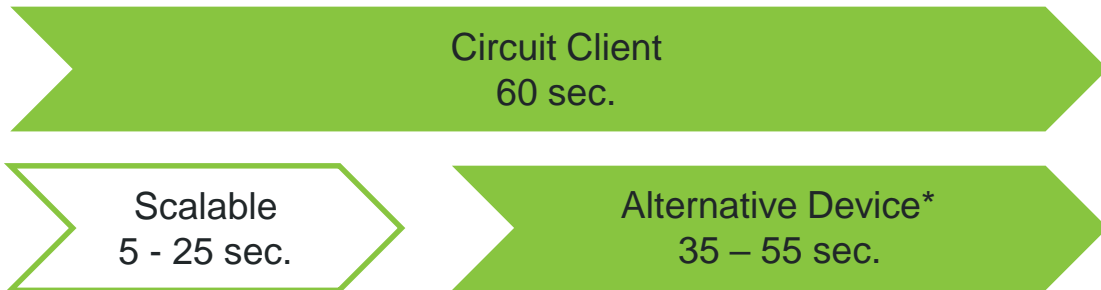


Incoming Call Routing

Circuit Telephony

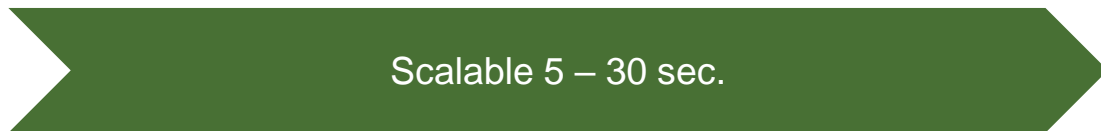
*) The alternative device may be configured in Settings >Telephony

Any external number can be configured as an alternative device.



Circuit Voice Calls**

**) Settings >Voicemail



Preparing: Quick Settings Audio/Video

1 Open Audio/Video Settings from each Conversation

2 Choose Audio/Video Devices

3 Advanced Settings

Preparing: Advanced Settings Audio/Video I

The screenshot shows the 'Circuit - Settings' window. The 'Settings' tab is active, and the 'Audio/Video' sub-tab is selected. The interface includes a top navigation bar with 'circuit' and a user profile 'Maria May'. A left sidebar contains icons for notifications, settings, and a calendar. The main content area is divided into sections for 'Audio output', 'Ringing output', 'Microphone', 'Camera', and 'Test your connection'. The 'Test your connection' section includes 'Audio test call' and 'Video test call' buttons. A right sidebar contains a dropdown menu for the user profile.

1 Click User Name

2 Click Settings

3 Click Audio / Video

4 Choose Audio Devices

5 Test Audio / Video Function

Preparing: Advanced Settings Audio/Video II

The screenshot shows the 'Circuit - Settings' window. The interface includes a top navigation bar with 'circuit' and a user profile 'Maria May'. A left sidebar contains icons for various settings categories. The main content area is titled 'Settings' and has tabs for 'General', 'Notifications', 'Audio/Video', 'Telephony', 'Voicemail', 'Teams', 'Labels', 'Security', 'Extensions', 'Integrations', and 'Circuit Labs'. The 'Audio/Video' tab is selected, showing options for 'Audio test call' and 'Video test call', 'Ringtones', 'Automatic Gain Control', and 'WebRTC routing policy'. Numbered callouts (1-5) point to specific elements: 1 points to the user profile 'Maria May', 2 points to the 'Settings' option in the dropdown menu, 3 points to the 'Audio/Video' tab, 4 points to the 'Audio test call' button, and 5 points to the 'Automatic Gain Control' and 'WebRTC routing policy' sections.

Click Audio / Video 3

Test Audio / Video Function 4

Choose Ringtones 5

Automatic Mic. Control 5

WebRTC Routing 5

1 Click User Name

2 Click Settings

Preparing: Telephony I (optional)

The screenshot shows the 'Circuit - Settings' window. The 'Telephony' tab is selected in the top navigation bar. The left sidebar contains icons for notifications, settings, favorites, and a calendar. The main content area displays the 'Telephony connector' status, 'Phone calls' information, 'Call forwarding' settings, and 'Alternative number' settings. A dropdown menu is open for the user 'Maria May', showing options like 'My profile', 'Settings', 'Report Issue', 'What's new?', 'Keyboard shortcuts', 'About', and 'Sign out'.

1 Click User Name

2 Click Settings

3 Click Telephony

4 Own Phone Number

5 Activate Call Forwarding

6 Activate Alternative Number

Target Number

Telephone connector

You are configured for the **Advanced Telephony Connector**. For more information, see our [FAQs](#).

● Service is running normally.

Phone calls

Work number 498970071031

Call forwarding

You can redirect your phone calls to a person of your choice when you are out of office or unavailable.

☐ Call forwarding

Alternative number

Specify the phone number of an alternative device, e.g. mobile, that can be used for making and receiving phone calls through your work number. You can also move your active phone calls to or from your alternative device. Use the alternative number to control the routing of your calls between your devices and not to forward calls to other people.

☒ Alternative number +49 1234567890

Incoming call routing

Preparing: Telephony II (optional)

The screenshot shows the 'Circuit - Settings' window. The interface includes a top navigation bar with 'circuit' and a user profile 'Maria May'. Below this is a sub-navigation bar with tabs: 'General', 'Notifications', 'Audio/Video', 'Telephony', 'Voicemail', 'Teams', 'Labels', 'Security', 'Extensions', 'Integrations', and 'Circuit Labs'. The 'Telephony' tab is selected. On the left, there is a sidebar with icons for notifications, settings, and a calendar. The main content area is divided into two sections: 'Incoming call routing' and 'Busy settings'. In the 'Incoming call routing' section, there are four radio button options: 'Default routing', 'Desk phone', 'Alternative number', and 'Voicemail'. The 'Voicemail' option is selected. Below this, there is a 'Call Forwarding Timer' set to '20 seconds'. In the 'Busy settings' section, there are four radio button options: 'Default routing', 'Busy signal', 'Alternative number', and 'Voicemail'. The 'Default routing' option is selected. A green exclamation mark icon is located in the bottom right corner of the settings area.

Click Telephony 3

Click User Name 1

Click Settings 2

Call Forwarding Timer 4

Busy Settings 6

*) Any phone number can be defined as an alternative number. External or Mobile.

Preparing: Voicemail

The screenshot shows the 'Circuit - Settings' window with the 'Voicemail' tab selected. The interface includes a top navigation bar with 'circuit' and a user profile dropdown for 'Maria May'. The main content area is titled 'Settings' and contains the 'Voicemail' configuration section. The 'Voicemail' section has a toggle switch for 'Voicemail' (currently on), a 'Call forwarding timer' set to '25 seconds', and a 'Greeting only' toggle (currently off). Below these are options for 'Voicemail greeting', with 'Default' selected. A 'Personal voicemail greeting' dialog box is open, showing a play button, a progress bar, and an 'Upload file for your voicemail greeting' button. Numbered callouts (1-7) point to specific elements: 1 points to the user profile dropdown, 2 points to the 'Settings' link in the dropdown, 3 points to the 'Voicemail' tab, 4 points to the 'Voicemail' toggle switch, 5 points to the 'Call forwarding timer' and the 'Voicemail greeting' section, 6 points to the 'Upload file for your voicemail greeting' button, and 7 points to the 'Greeting only' toggle. Descriptive text boxes on the right provide additional context: 'Click User Name' (1), 'Click Settings' (2), 'Click Voicemail' (3), 'Activate Voicemail' (4), 'Call forwarding timer' (5), 'Activate personal greeting' (7), 'Create a personal greeting' (5), and 'Upload a personal greeting' (6). A warning box states: '*) If the voicemail function is not activated at this point, this function is NOT available for Circuit Telephony!'. Another box lists supported audio formats: '*.wav, *.mp3, *.mp4 and *.m4a'.

1 Click User Name

2 Click Settings

3 Click Voicemail

4 Activate Voicemail

5 Call forwarding timer

7 Activate personal greeting

5 Create a personal greeting

6 Upload a personal greeting

*) If the voicemail function is not activated at this point, this function is NOT available for Circuit Telephony!

The following audio formats are supported:
*.wav, *.mp3, *.mp4 and *.m4a

Preparing: Contacts

The screenshot shows the 'Circuit - Settings' application window. The 'Extensions' tab is selected, displaying a list of available extensions: Circuit Desktop App, Microsoft Exchange, Google Contacts & Calendar, Circuit for Outlook, and Box. A modal dialog titled 'Connect to your Microsoft Exchange account' is open, showing fields for authentication method (set to 'Username and password'), username, and Microsoft Exchange password. The dialog also includes a 'Connect' button and a 'Cancel' button.

1 Click User Name

2 Click Settings

3 Click Extensions

4 Open connection settings

5 Configure connection settings

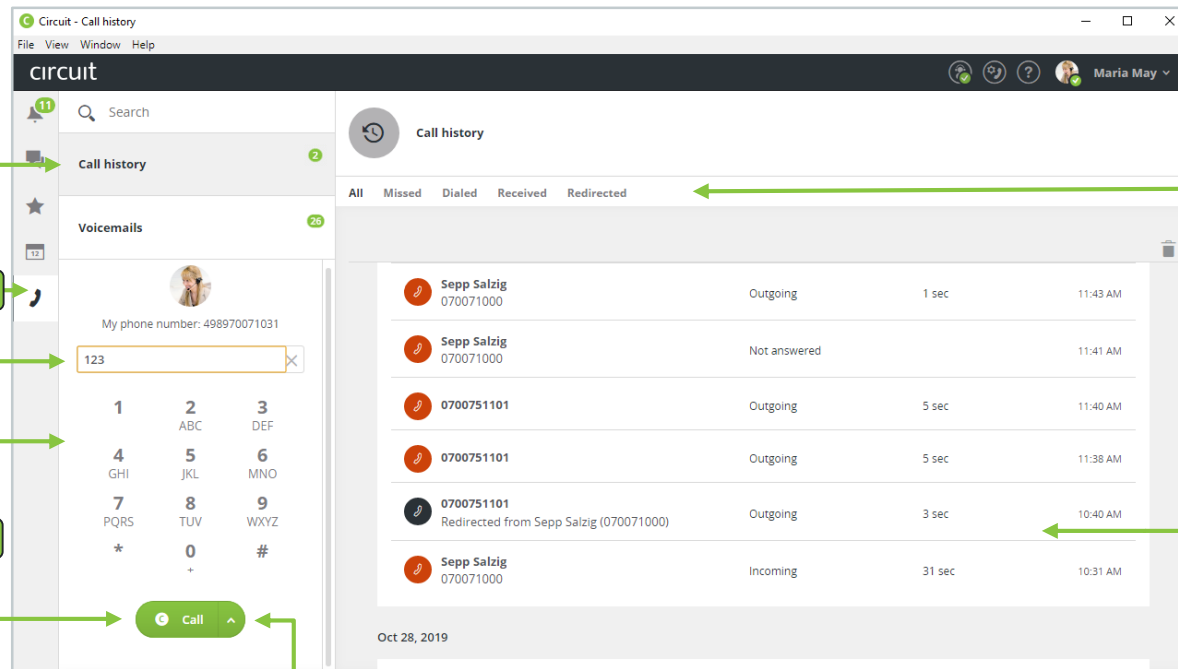
6 Connect to Exchange Server

This integration enables access to your contact data and synchronization of your calendar in Outlook.

3. Steps to make a Call



Outgoing call with Circuit Client



Telephony call signaling on Circuit Client I

The screenshot displays the Circuit Client interface. On the left, a sidebar contains a 'Phone calls' section with a red 'Decline' button and a green 'Get' button. A green callout box labeled 'Decline the call' points to the red button, and another labeled 'Get the call' points to the green button. Below this, a grey box states: 'Incoming calls will be displayed in the „Phone calls“ view when Circuit runs in the foreground.' The main window shows a conversation with Robert Rodman, including call history and a missed call notification. In the bottom right, a 'Pop up' window for an incoming call from 0004989700721523 is shown, with its own 'Decline' and 'Get' buttons. A green callout box labeled 'Decline the call' points to the red button, and another labeled 'Get the call' points to the green button. A grey box to the right of the pop-up states: 'Incoming calls will be displayed in a “Pop up” when Circuit runs in the background.'

Decline the call

Get the call

Incoming calls will be displayed in the „Phone calls“ view when Circuit runs in the foreground.

Decline the call

Get the call

Incoming calls will be displayed in a “Pop up” when Circuit runs in the background.

Telephony call signaling on Circuit Client II

The screenshot displays the Circuit Client II interface. On the left, a sidebar contains navigation options: Phone calls, Conversations, Communities, Flagged messages, and New conversation. The main area shows a 'Phone calls' header with a search bar and a list of recent calls. A call from Robert Rodman (000498970071033) is highlighted. A 'Pop up' window is overlaid on the right, showing call options: Decline the call, Answer the call, Choose a device, Answer from desk phone, Answer the call via alternative device, and Divert call to voicemail. A 'Pop up' window is also shown at the bottom right, displaying the incoming call details and options to Decline the call or Answer the call.

Phone calls
Robert Rodman (000498970071033)

Conversations

- Phone calls
Robert Rodman
- Communities
- Flagged messages
- New conversation
Draft
- My Conference Bri...
Call ended (00:32)
- Max Maxxis
Call ended (00:08)
- Robert Rodman
Call not answered
- Support
Circuit: We will check on this a...

Pop up (Right):

- Decline the call
- Answer the call
- Choose a device
- Answer from desk phone
- Answer the call via alternative device
- Divert call to voicemail

Pop up (Bottom Right):

- Decline the call
- Answer the call

Call Details (Bottom Right):

0004989700721523
Incoming call

Incoming calls will be displayed in the „Phone calls“ conversation when Circuit runs in the foreground.

Incoming calls will be displayed in a “Pop up” when Circuit runs in the background.

During the Circuit Telephony Call

The screenshot shows the Circuit web interface during an active call. The top navigation bar includes 'File', 'View', 'Window', and 'Help'. The main header displays the 'circuit' logo and a search bar. The left sidebar contains navigation links for 'Phone calls', 'Call history', and 'Voicemails'. The central area shows an active call with the contact 'Robert Rodman (070071033)' and a red mute icon. The right sidebar contains call controls: 'Hold', 'Push' (with a dropdown arrow), and a red 'End call' button showing '00:12' duration. Below these is a 'DTMF tones' section with a numeric keypad (1-9, *, 0, #) and corresponding letters. The bottom of the interface shows the user's profile and phone number '498970071031'.

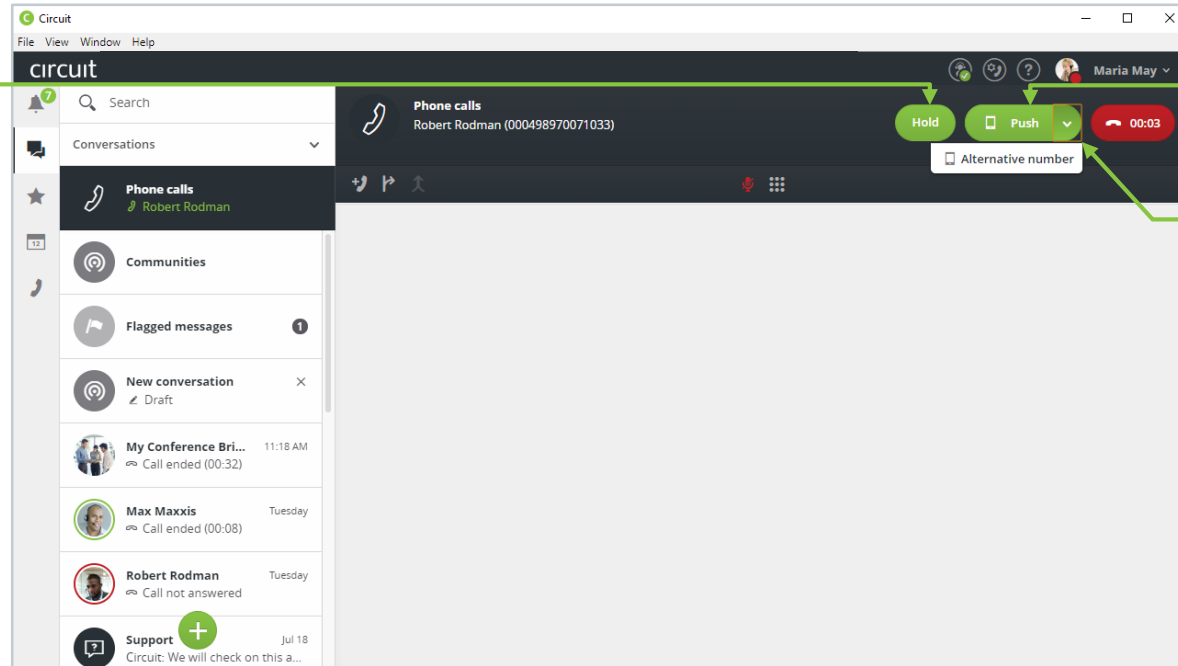
Annotations and Call Controls:

- Mute:** Points to the red mute icon in the call bar.
- Start a second call:** Points to the 'Push' button.
- Blind transfer:** Points to the 'Push' button.
- Conference:** Points to the 'Push' button.
- Hold the call:** Points to the 'Hold' button.
- Push a call:** Points to the 'Push' button.
- Call duration / Hang up:** Points to the red 'End call' button.
- Choose a device:** Points to the dropdown arrow next to the 'Push' button.
- Dialpad (DTMF):** Points to the numeric keypad.

Informational Text:

- Left Note:** Calls can be brought on hold or forwarded via blind transfer. A second call can be established in parallel.
- Right Note:** Active calls can be pushed seamless between Circuit client and the alternate number.

Hold or push a Circuit Telephony Call



Bring a call on hold

Push a call

Choose a device

A call is signaled on the selected device.

The call will be forwarded seamlessly to the chosen device.

Get back or pull a Circuit Telephony Call

The image displays two screenshots of the Circuit telephony interface, illustrating the process of managing a call that is on hold and then pulling it back to a remote device.

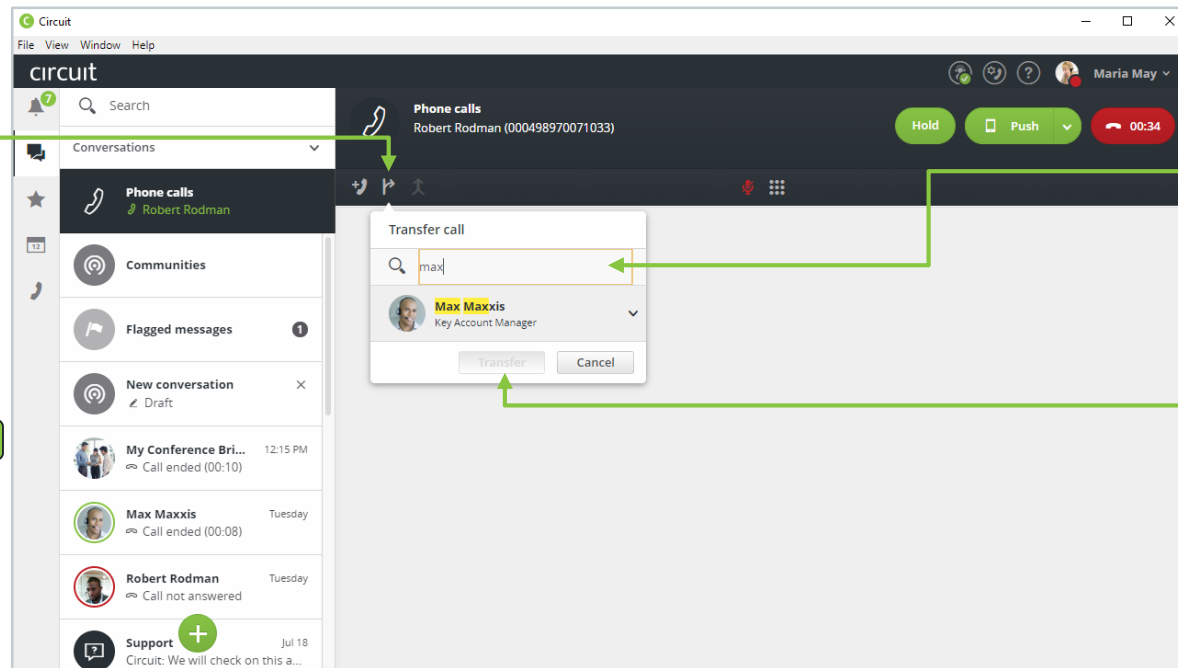
Top Screenshot: Call Status: Hold

- Left Panel:** Shows a search bar and a list of phone calls. The selected call is "Phone calls 003085713491".
- Right Panel:** Displays the call status "Phone calls - ON HOLD" with the number "003085713491 (003085713491)". Below this, there are three buttons: "Retrieve", "Push", and a red button with a phone icon and "00:19".
- Annotations:**
 - "Retrieve a call from hold" points to the "Retrieve" button.
 - "Push a call which is on hold" points to the "Push" button.
 - "End the held call" points to the red button with the phone icon.
 - "Choose a device" points to the dropdown arrow next to the "Push" button.

Bottom Screenshot: Call Status: Remote

- Left Panel:** Shows a search bar and a list of phone calls. The selected call is "Phone calls Remote call - 0089700721523".
- Right Panel:** Displays the call status "Phone calls Remote call: 0089700721523 (0089700721523)". Below this, there are three buttons: "Hold", "Pull", and a red button with a phone icon and "00:32".
- Annotations:**
 - "Put a remote call on hold" points to the "Hold" button.
 - "Get the remote call back" points to the "Pull" button.
 - "End the remote call" points to the red button with the phone icon.

Blind transfer of a Circuit Telephony Call



Start transfer

Type name or number,
or click a suggested user

Blind transfer

In this case it is a blind
transfer.
Retrieving of the call is not
possible.

Start a second simultaneously call

Prepare a voice conference call

The image shows two screenshots of the Circuit software interface, illustrating the steps to start a second simultaneous call and prepare a voice conference call.

Top Screenshot: The interface shows a sidebar with a search bar and a list of conversations. A green arrow labeled '1' points to the 'Phone calls' section in the sidebar, indicating the step to start a second call. The main area displays an active call with the number 0004989700721523 and buttons for 'Hold', 'Push', and 'End call' (00:45).

Bottom Screenshot: The interface shows the same call in progress. A green arrow labeled '2' points to the 'Call' button, indicating the step to type a name or number. Another green arrow labeled '2' points to the 'Call' button, indicating the step to click the line in the caller list. A green arrow labeled '1' points to the 'Call' button, indicating the step to start a second call. A green arrow labeled '2' points to the 'Call' button, indicating the step to click the line in the caller list.

Annotations:

- 1** Start second call
- 2** Type a name or number...
- 2** ... or for redial, click the line in the caller list
- 1** ! The current call goes on hold after starting the second call.

Toggle a call or merge two calls

Create a voice conference call

The diagram illustrates the process of merging two calls into a conference call within the Circuit software interface. It consists of two screenshots of the application, with annotations explaining the steps and features.

Top Screenshot: Initial State

- Left Panel:** Shows a sidebar with a search bar, a list of conversations, and a 'Flagged messages' section.
- Right Panel:** Displays two active calls. The top call is labeled 'Phone calls - ON HOLD' with the number 0004989700721523. The bottom call is labeled 'Phone calls' with the number 003085713491. Both calls have a 'Swap' button, a 'Push' button, and a red 'End Call' button.
- Annotations:**
 - A green box labeled 'Merging of both calls (Conference)' with a green arrow pointing to the 'Phone calls' entry in the left sidebar.
 - A green box labeled 'Toggle between both calls' with a green arrow pointing to the 'Swap' button of the top call.
 - A green box labeled 'Put active call on hold' with a green arrow pointing to the 'Hold' button of the bottom call.

Bottom Screenshot: Merged State

- Left Panel:** Similar to the top screenshot, but the 'Phone calls' entry is now labeled 'Conference'.
- Right Panel:** Displays a single 'Merged call' with participants '+4989700721523, +493085713491'. It has a 'Hold' button and a red 'End Call' button.
- Annotations:**
 - A green box labeled 'User information in 3rd party conference' with a green arrow pointing to the participant list in the merged call.
 - A green box labeled 'Put active call on hold' with a green arrow pointing to the 'Hold' button of the merged call.
 - A green box labeled 'Leave the conference' with a green arrow pointing to the red 'End Call' button of the merged call.
 - A grey box labeled 'The two other participants of the conference stay connected.' with a green arrow pointing to the participant list.

Call Status: Toggle

Call Status: Telephone Conference

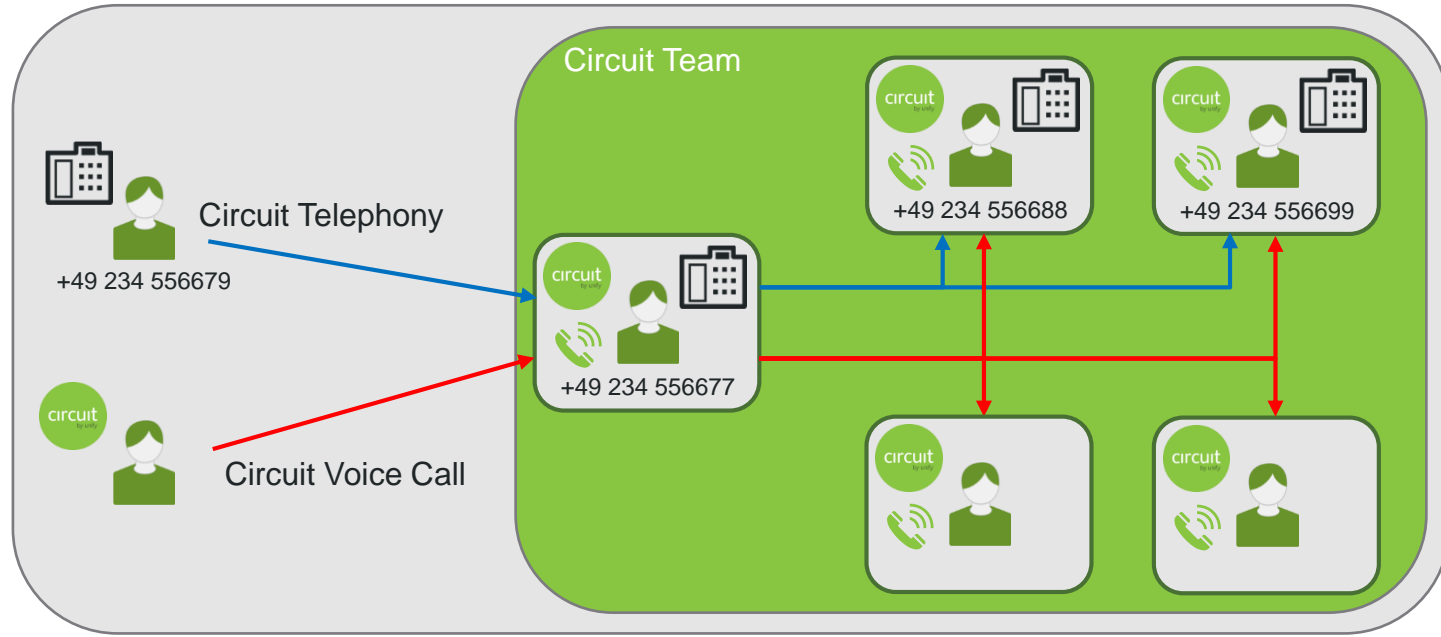
Additional Notes:

- A green box labeled '1' is placed next to the 'Phone calls' entry in the top screenshot.
- A green box labeled '1' is placed next to the 'Conference' entry in the bottom screenshot.
- A grey box labeled 'Merging of phone calls is available for Circuit T based calls ONLY' is placed next to the 'Conference' entry in the bottom screenshot.

4. Circuit Teams



Overview: Circuit Teams



Create and manage Teams

Circuit Teams

The screenshot shows the 'Circuit - Settings' window with the 'Teams' tab selected. The interface includes a top navigation bar, a left sidebar, and a main content area. Numbered callouts (1-4) point to specific elements: 1 points to the user profile dropdown, 2 points to the 'Settings' option in the dropdown, 3 points to the 'Teams' tab in the top navigation bar, and 4 points to the 'Create a team' button. A table titled 'Team groups' lists existing teams with columns for Name, Members, and Timer. A 'Create a team' button is located at the bottom of the table.

Click Teams

Click User Name

Click Settings

List of existing teams

Timer for call signaling

Click to edit a team

Create new team

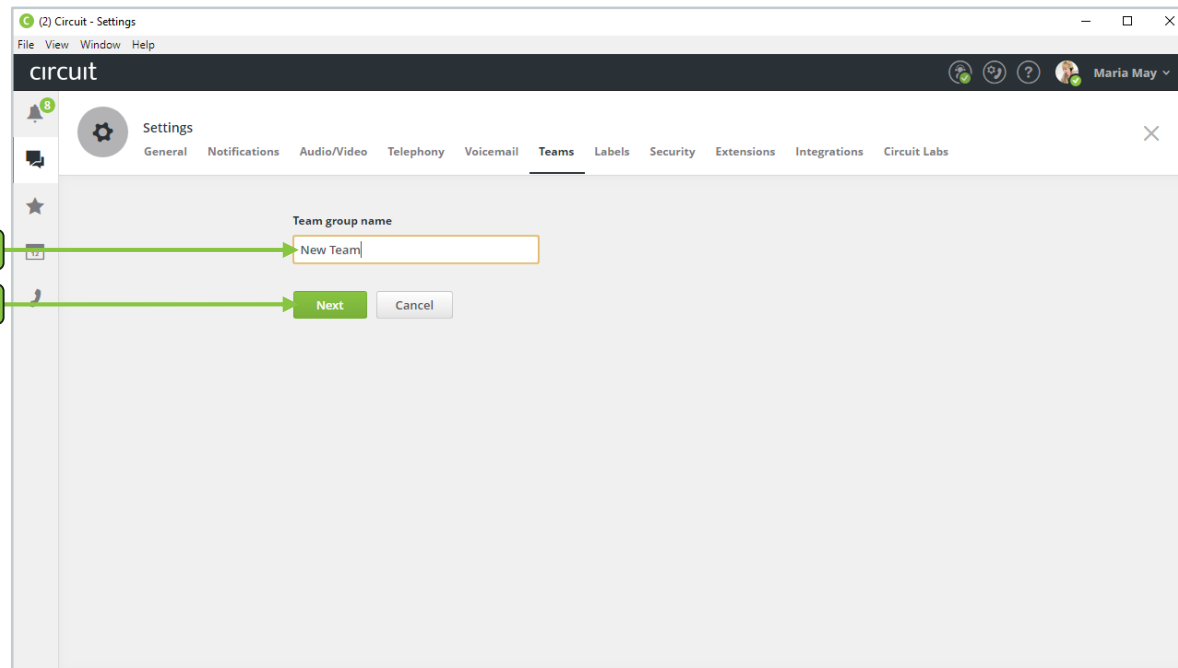
Amount of members

Name	Members	Timer
Frank & Maria	2	10 seconds
Marias Team	3	10 seconds
New Team	2	10 seconds

Create a team

Create a new Team

Circuit Teams



The screenshot shows the 'Circuit - Settings' application window. The 'Teams' tab is selected in the settings menu. The 'Team group name' input field is highlighted with a green box labeled '1', and the 'Next' button is highlighted with a green box labeled '2'. The input field contains the text 'New Team'.

! A team name is mandatory per each team.

Add Team Members

Circuit Teams

The screenshot shows the 'New Team' configuration page in the Circuit Teams application. The page has a sidebar with navigation icons and a main content area. The 'Add team members' section includes a text input field and a dropdown menu. A green callout box with the number '2' points to the input field with the label 'Type member name'. Another green callout box with the number '1' points to the 'Add' button with the label 'Add team member'. A third green callout box with the number '1' points to the 'Notification delay timer' with the label 'Define signaling time'. The dropdown menu shows two members: 'Josie Jacob' (Product Manager) and 'Maria May'.

2 Type member name

1 Define signaling time

1 Add team member

Edit Team Members

Circuit Teams

2) Circuit - Settings

File View Window Help

circuit

Settings

General Notifications Audio/Video Telephony Voicemail **Teams** Labels Security Extensions Integrations Circuit Labs

New Team

Notification delay timer 10 seconds ▾

Add team members

Add member Add

Members	Role	Status
Josie Jacob	Member ▾	Invited
Maria May	Member ✓	Active
	Owner	

Remove

Choose team member

1

! Only team members with the "Owner" function can change group parameters, invite or remove members

2 Change function

3 Remove team member

Member status

! A new team member must always confirm the invitation in order to receive team function

Join a Team

Circuit Teams

The screenshot shows the 'Circuit - Settings' window. The left sidebar contains a 'Notifications' section with a notification from 'Maria May' inviting the user to join a team. The main content area shows the 'Team groups' settings, including a table with team details and a 'Create a team' button. The user's profile menu is open, showing options like 'My profile', 'Settings', and 'Sign out'.

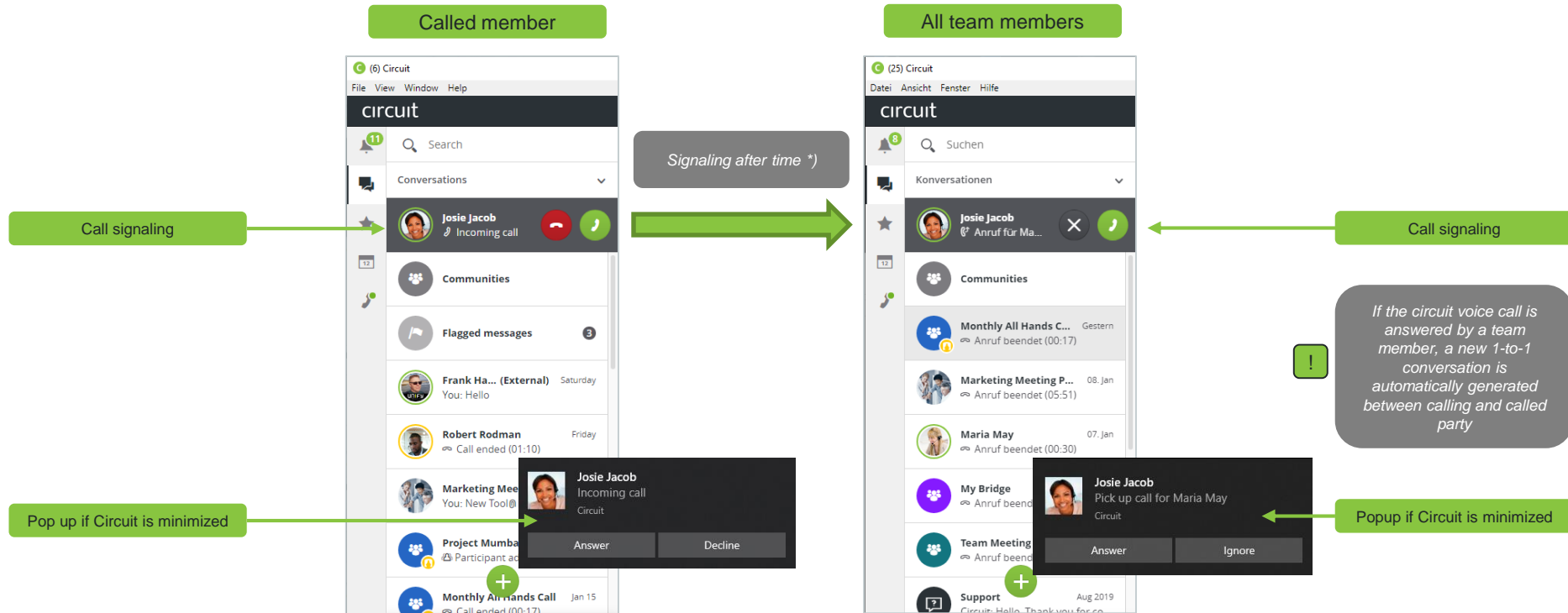
Callouts and instructions:

- 1 Click notification (points to the notification bell icon)
- 2 Click notification (points to the notification from Maria May)
- 1 Click User Name (points to the user name 'Josie Jacob' in the top right)
- 2 Click Settings (points to the 'Settings' option in the user menu)
- Accept / Decline the invitation (points to the 'Accept Decline' link in the team table)

Important Note: A new team member must always confirm the invitation in order to receive team function

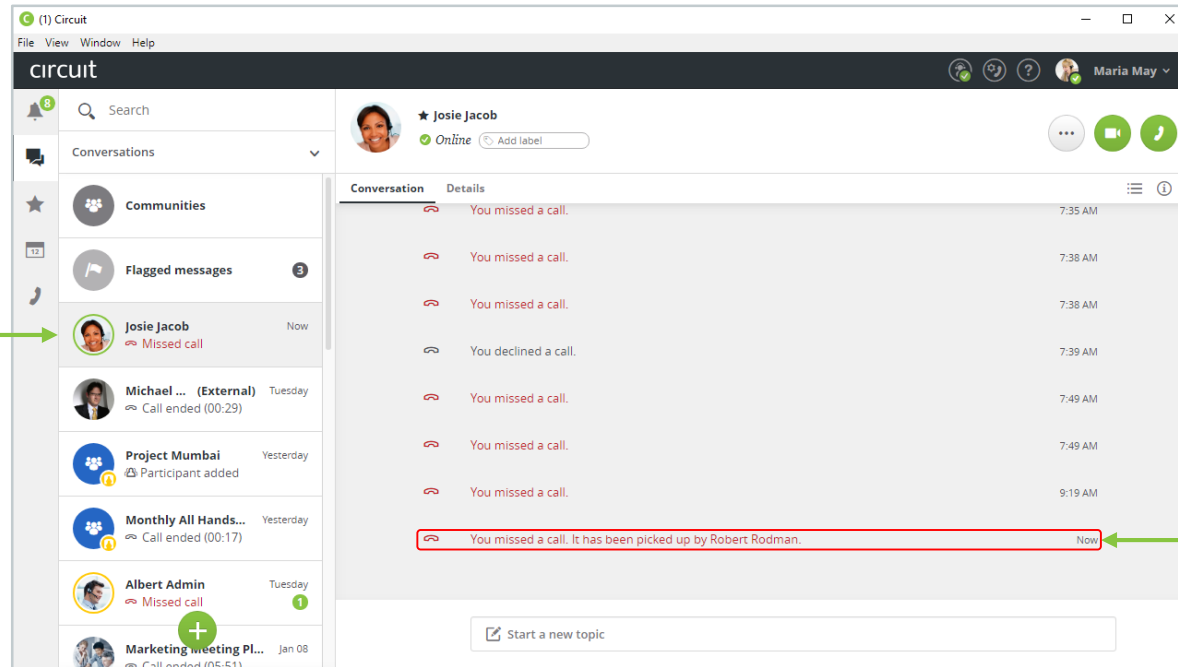
Call Signaling (Circuit Voice Call)

Circuit Teams



Call Journal (Circuit Voice Call)

Circuit Teams



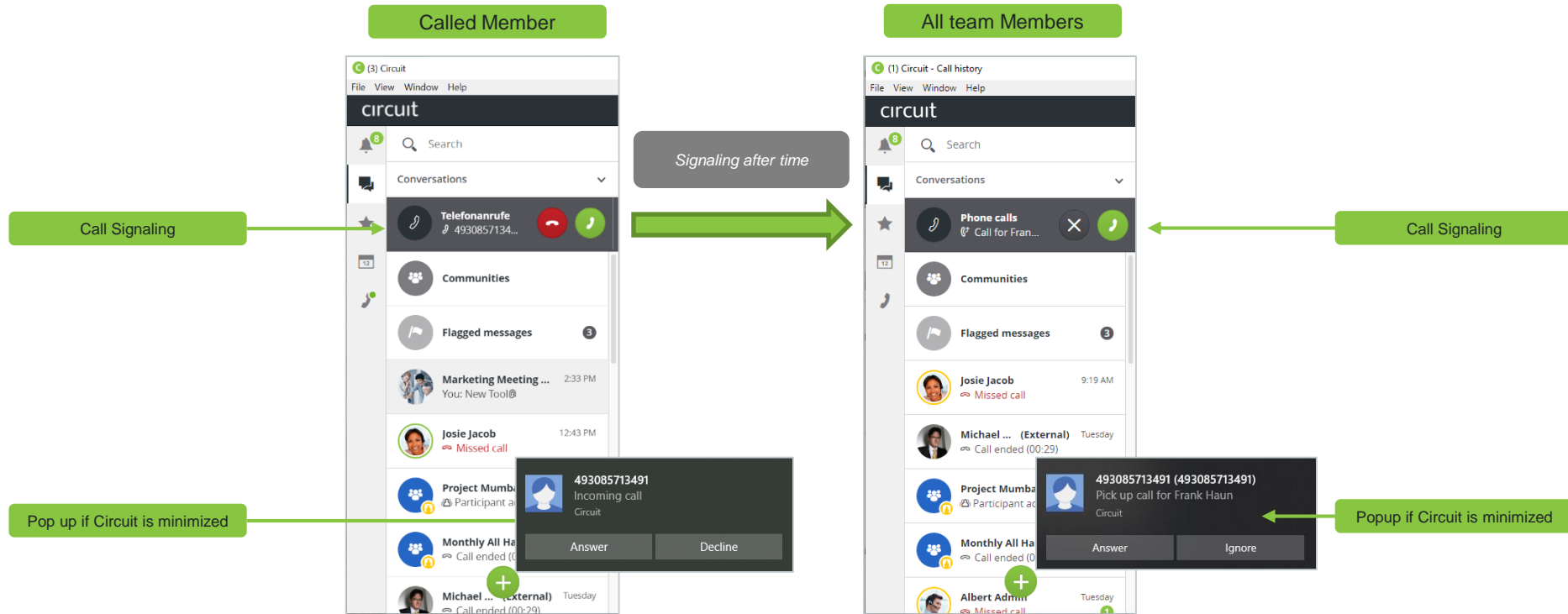
Choose conversation

! The called team member receives an overview of all 1-to-1 calls in the conversation history.

Call information in conversation history

Call Signaling (Circuit Telephony)

Circuit Teams



Call Journal (Circuit Telephony)

Circuit Teams

The screenshot shows the 'Circuit - Call history' window. The left sidebar contains a search bar, a 'Call history' button (highlighted with a green box and '2'), and a 'Voicemails' section. Below these is a 'Click telephony' button (highlighted with a green box and '1') represented by a telephone handset icon. The main content area shows a 'Call history' section with tabs for 'All', 'Missed', 'Dialed', 'Received', and 'Redirected'. Under the 'Missed' tab, a list of missed calls is shown for 'Josie Jacob 1032' at various times (4:34 PM, 4:33 PM, 4:33 PM, 4:32 PM, 4:28 PM, 4:27 PM). The status of the calls is 'Missed' or 'Declined (Received)'.

Name	Phone Number	Status	Time
Josie Jacob	1032	Missed	4:34 PM
Josie Jacob	1032	Missed	4:33 PM
Josie Jacob	1032	Missed	4:33 PM
Josie Jacob	1032	Missed	4:32 PM
Josie Jacob	1032	Declined (Received)	4:28 PM
Josie Jacob	1032	Missed	4:27 PM

4. Call Pick-Up



Activate Call Notification

Click Notifications

3

Click user name

1

Click settings

2

Activate call pickup group notifications

4

Circuit - Settings

File View Window Help

circuit

Settings

General Notifications Audio/Video Telephony Voicemail Teams Labels Security Extensions Integrations Circuit Labs

My profile

Settings

Report Issue

What's new?

Keyboard shortcuts

About

Sign out

All messages

☒ Direct messages

☒ Mentions

☒ Favorites

Audio notifications

Select which desktop notification sound you want to receive. All audio notifications are played on the operating system default audio output. Incoming call ringing can be changed to play on a different output device in your Audio/Video settings. Audio settings for message notifications are controlled by the operating system.

☒ Incoming calls, video calls and screen sharing

☒ Circuit system sounds

☒ Pickup group notifications

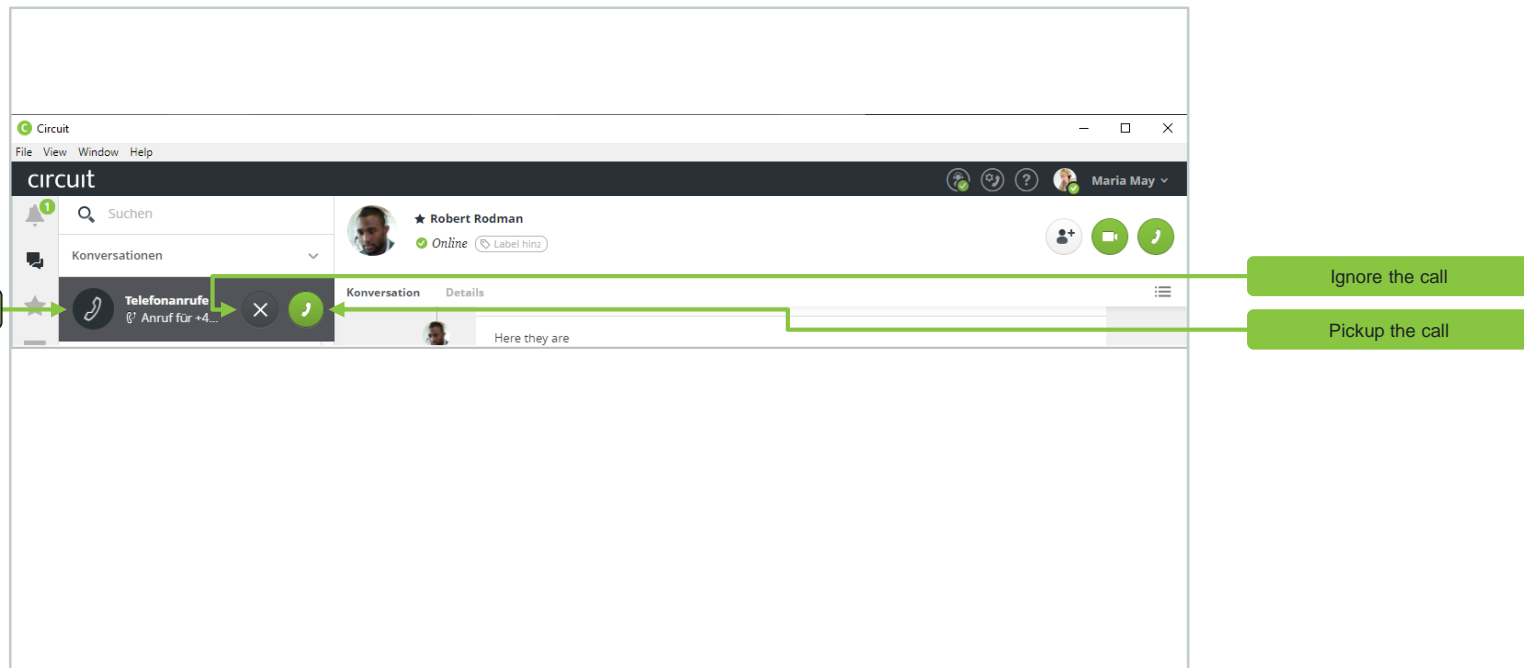
Visual notifications

Select which visual notification you want to view on your screen. Visual notifications are triggered when you receive a new desktop notification.

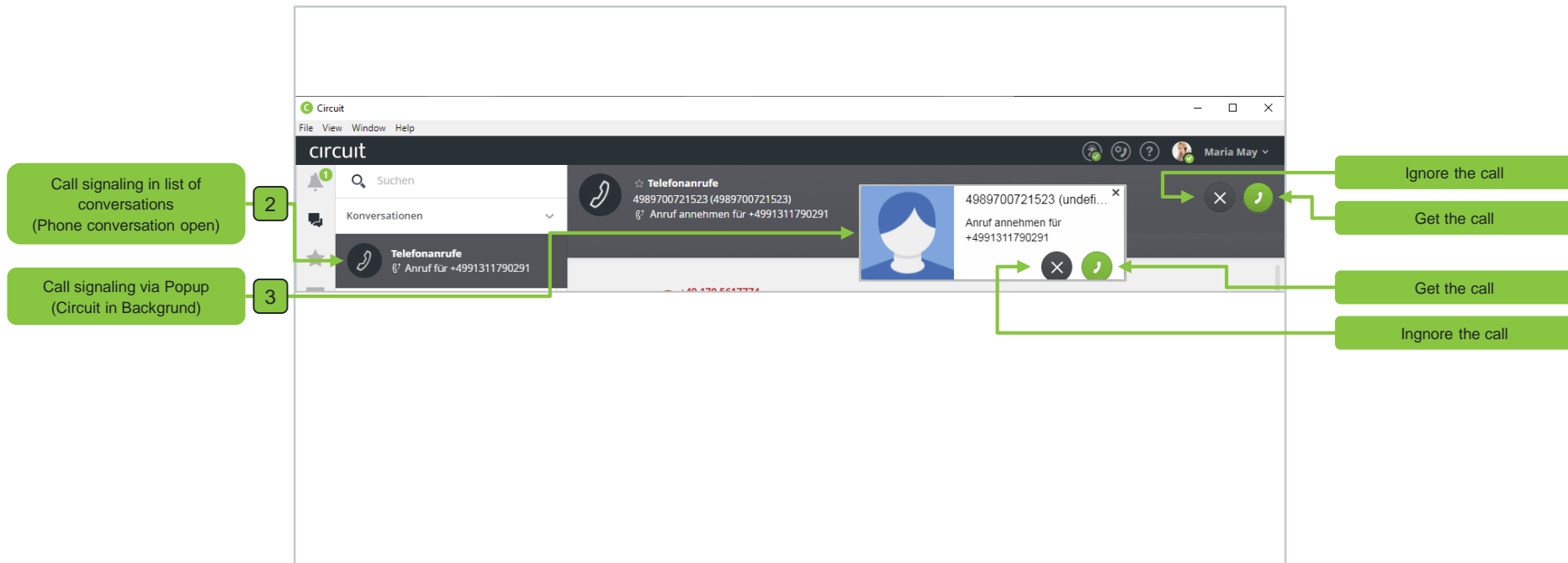
☒ Red indication in Circuit taskbar and system tray

☐ Circuit task bar icon blinking

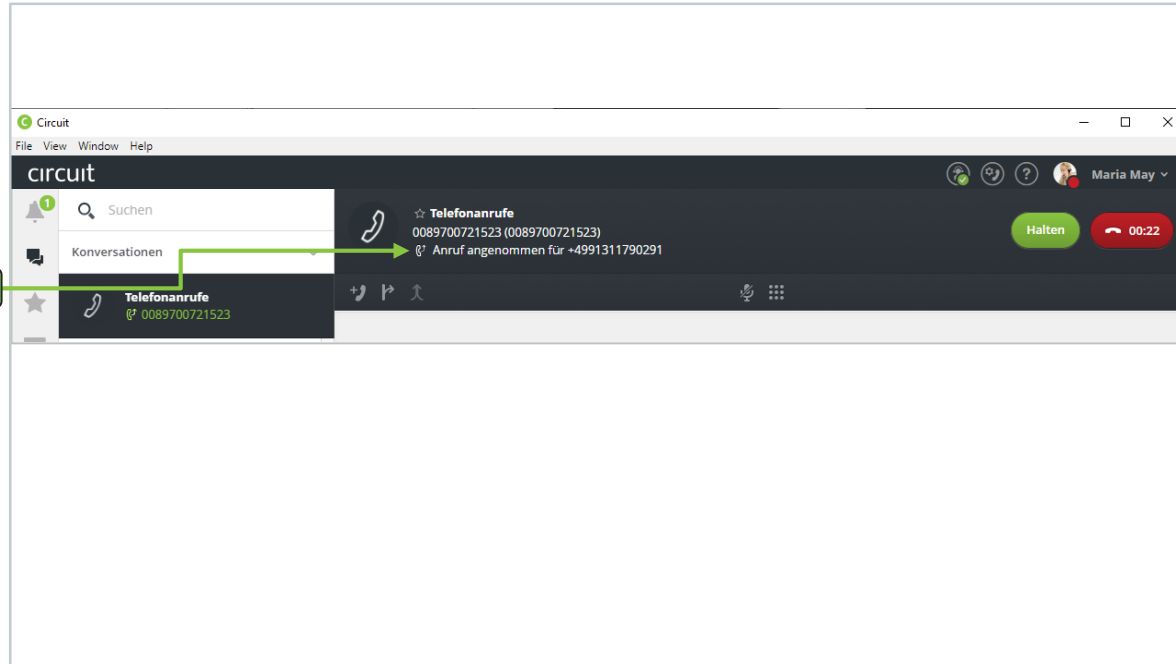
Get a call from Pick-up Group I



Get a call from Pick-up Group II



During a call for a Pick-up Group



Call journal information

The screenshot shows the 'circuit' application window with a 'Call history' tab selected. The interface includes a sidebar with navigation icons and a main content area displaying call logs. The logs are categorized by date: 'Today' and 'Aug 05'. A specific call log from '0089700721523' is highlighted with a red box and a green arrow pointing to it from a callout box. The call log text is: 'Sie haben einen Anruf für Robert Rodman (90291) von 0089700721523 angenommen.' The call was received at 'Gestern 18:52' and lasted '29 Sek.'.

Date	Caller	Recipient	Status	Duration	Time
Today	001705617774	Sie haben einen Anruf für Thomas V8V9 (90399) von 001705617774 angenommen.	Received	3 Min. 35 Sek.	11:52
	0089700721523	Sie haben einen Anruf für Robert Rodman (90291) von 0089700721523 angenommen.	Received	29 Sek.	Gestern 18:52
Aug 05	Sepp Salzig 070071000		Missed		3:36 PM
	0700751101	Redirected from Sepp Salzig (070071000)	Outgoing	19 sec	1:10 PM

User who get the call

Answered call for another member of the pickup group

Call journal information

Called user

Call history

All Missed Dialed Received Redirected

Today

001705617774
Sie haben einen Anruf für Thomas V8V9 (90399) von 001705617774 angenommen. 11:52
3 Min. 35 Sek.

0089700721523
0089700721523
Umgeleitet zu Maria May (90290).

Anruf

Aug 05

Sepp Salzig 070071000	Missed	3:36 PM
0700751101 Redirected from Sepp Salzig (070071000)	Outgoing	19 sec 1:10 PM

Aug 02

Missed call was taken by
another member of the
pickup group

5. Hunt Group



Activate Hunt Group Signaling

The screenshot shows the 'Circuit - Settings' window with the 'Notifications' tab selected. The interface includes a top menu bar (File, View, Window, Help), a user profile dropdown (Maria May), and a settings sidebar. The main content area lists notification preferences under 'General', 'Audio/Video', 'Telephony', 'Voicemail', 'Teams', 'Labels', 'Security', 'Extensions', 'Integrations', and 'Circuit Labs'. The 'Notifications' section is expanded, showing options for 'All messages', 'Direct messages', 'Mentions', and 'Favorites'. Below this, the 'Audio notifications' section allows selecting sounds for incoming calls, video calls, screen sharing, circuit system sounds, and pickup group notifications. The 'Visual notifications' section allows selecting visual indicators for new desktop notifications, such as a red indication in the taskbar and system tray, and a blinking circuit task bar icon.

Click notifications (3) →

Click user name (1) →

Click settings (2) →

Activate hunt group notifications (4) →

Minimum one client need to be locked in. (!)

If the switch-over time to voicemail of the main user is defined to be shorter than the switch-over time of the collective connection, no signal is given to the other members. (!)

Activate Call Notification

The screenshot shows the 'Circuit - Call history' window. The top bar includes a user profile for 'Maria May' with a status icon. A green arrow labeled '1' points to this icon. A dropdown menu titled 'Agent status' is open, showing the option 'Available' with a green toggle switch, indicated by a green arrow labeled '2'. The main content area displays a list of call history entries for July 4, 2019, and June 26, 2019.

Call History Data:

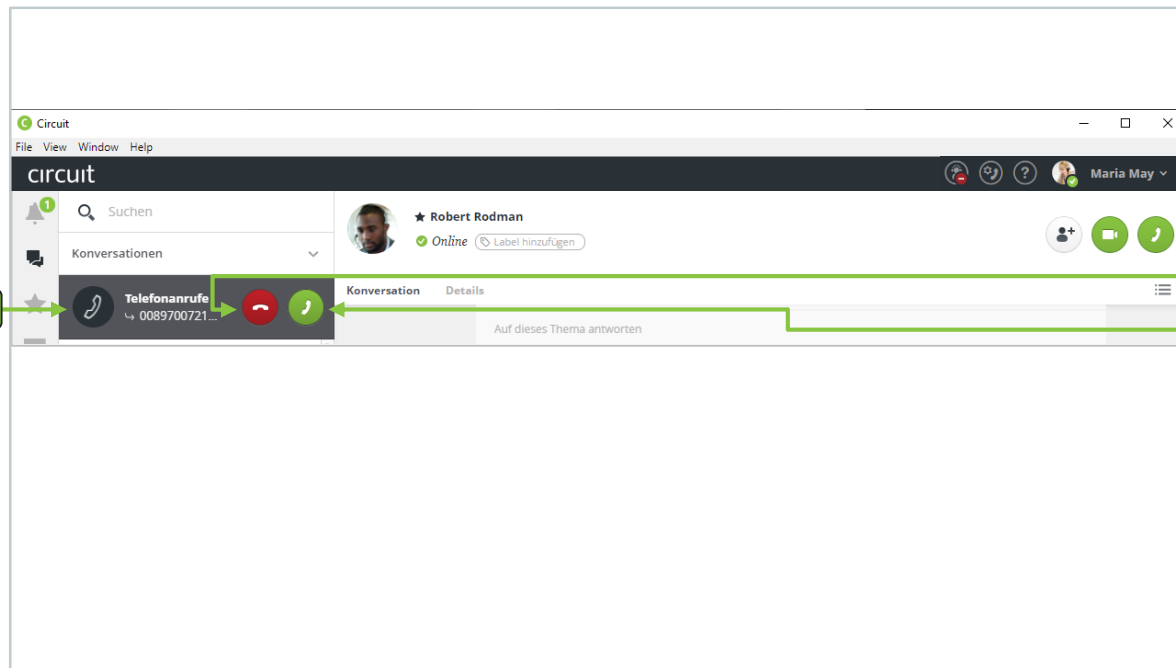
Date	From	To	Type	Duration	Time
Jul 4, 2019	0700751101	Redirection from Sepp Salz (070071000)	Outgoing	1 sec	5:59 PM
	0700751101		Outgoing	13 sec	5:58 PM
	0700751101		Outgoing	28 sec	5:58 PM
	0700751101	Redirection from Sepp Salz (070071000)	Outgoing	3 sec	5:57 PM
Jun 26, 2019	Sepp Salz (070071000)		Incoming	10 sec	1:37 PM

Annotations:

- 1 Click agent status
- 2 Activate call notification

Warning: If the number of the hunt group is also assigned to a user, this user can NOT sign out of the hunt group signaling.

Get a call from a hunt group I



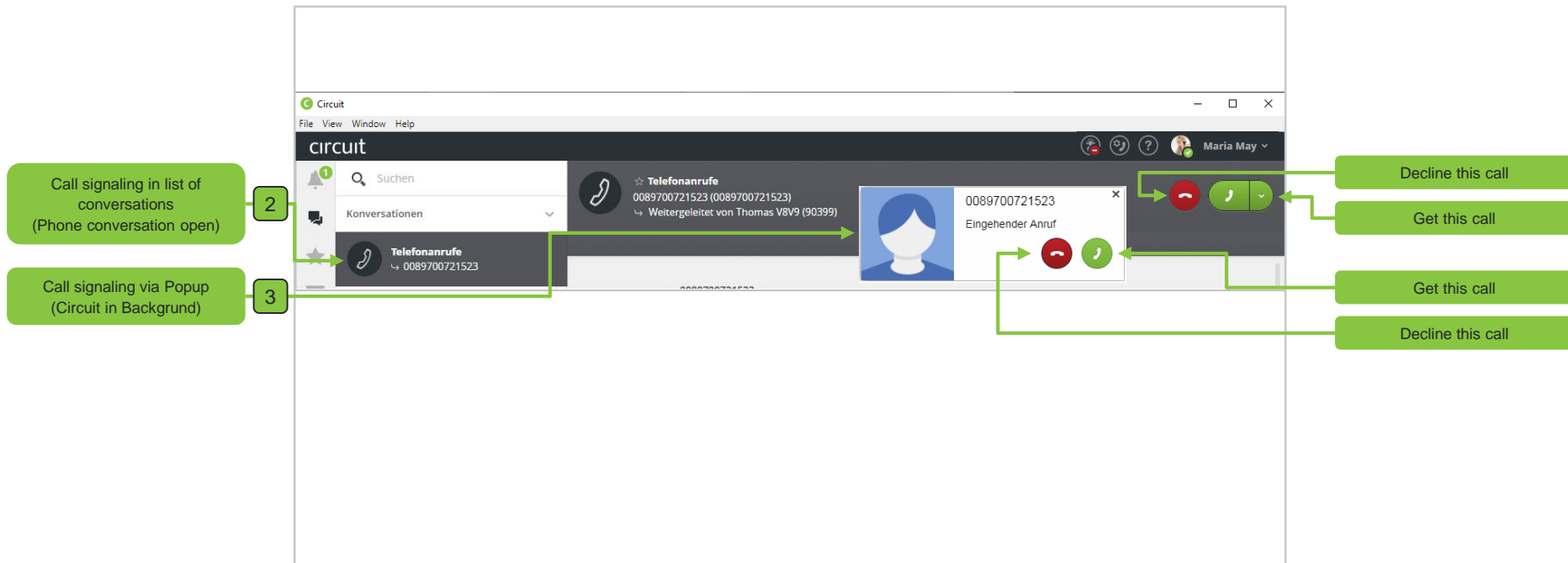
Call signaling in list of conversations
(Phone conversation closed)

1

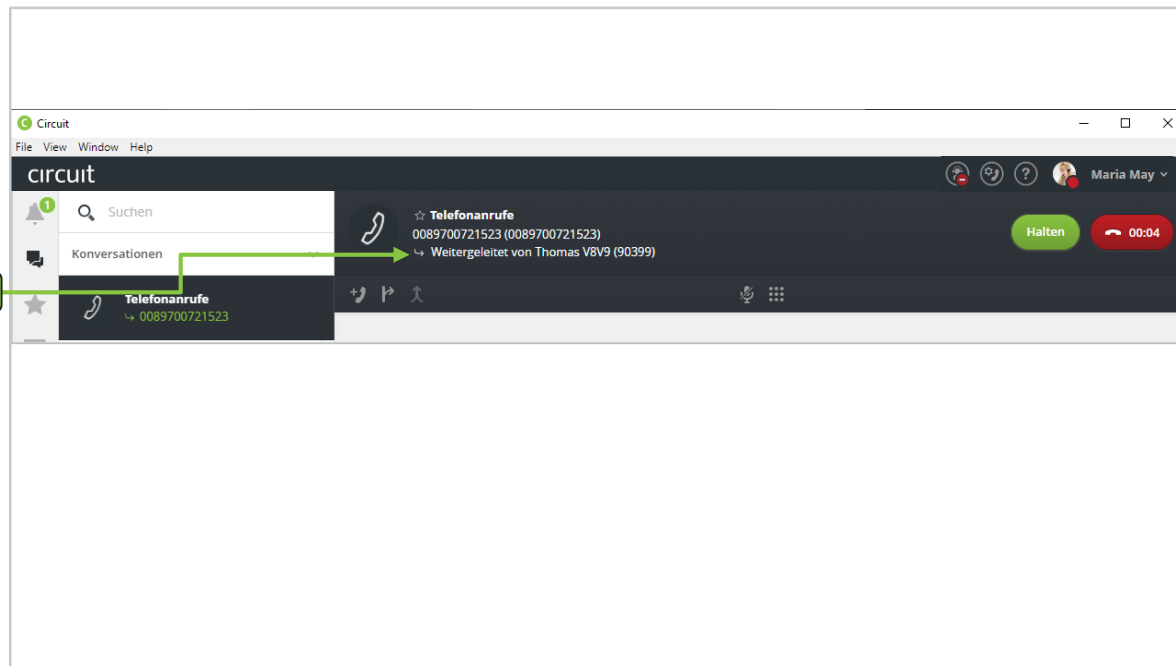
Decline this call

Get this call

Get a call from a hunt group II



Called Party Information during the call



Information about called party

4

Call Journal from Hunt Group

The screenshot displays the 'circuit' software interface. The main window shows a 'Call history' section with tabs for 'All', 'Missed', 'Dialed', 'Received', and 'Redirected'. The 'All' tab is selected, showing a list of calls. Two green callouts with arrows point to specific entries:

- Call taken from hunt group:** Points to an incoming call entry for Robert Rodman (000498970071033) at 10:53 AM, which was redirected from Huntgroup (070071020).
- Missed call from hunt group:** Points to a missed call entry for Robert Rodman (000498970071033) at 10:52 AM, which was redirected from Huntgroup (070071020).

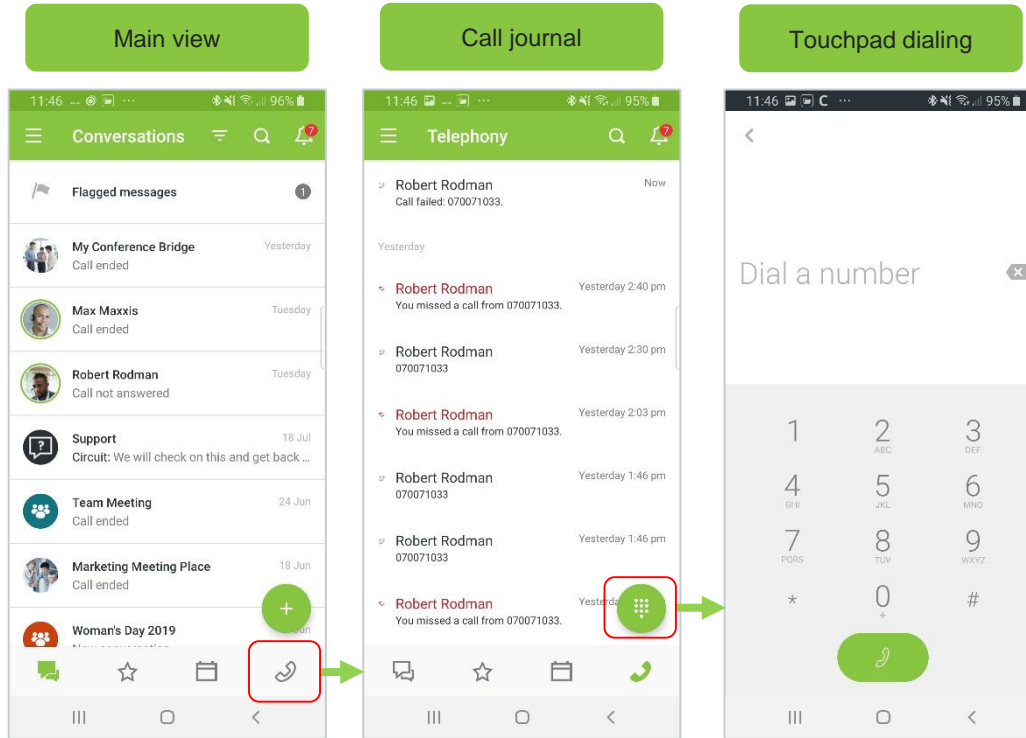
The interface also includes a sidebar with a search bar, a 'Call history' button, and a 'Voicemails' section. A numeric keypad is visible at the bottom left, and the user's name 'Maria May' is in the top right corner.

6. Mobile Client (Overview)



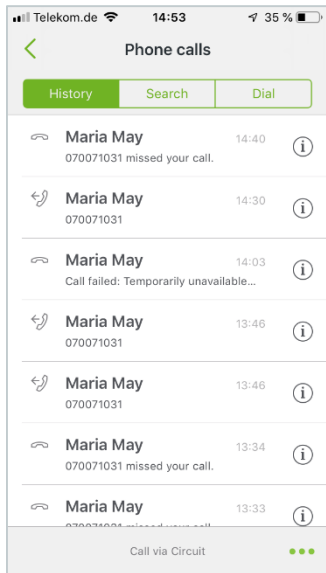
Overview Circuit Telephony on mobile App

Android

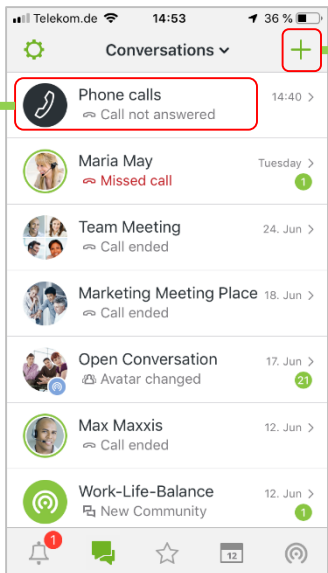


Overview Circuit Telephony on mobile App iOS

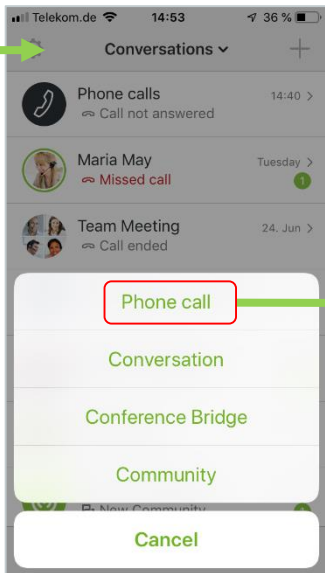
Call journal



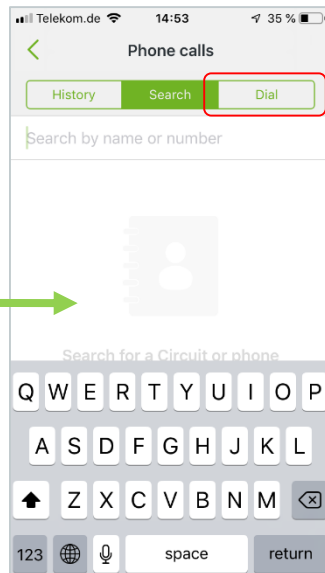
Main view



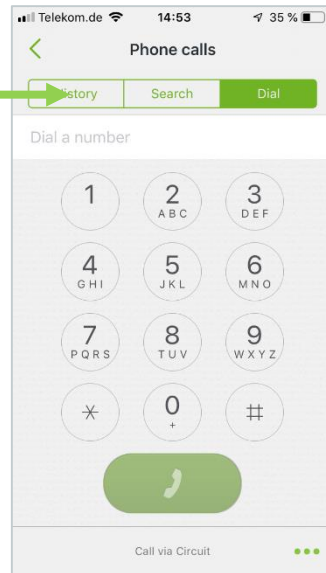
Selection



Manual dialing



Touchpad dialing



7. Emergency Calls



Emergency calls

Emergency calls with Circuit telephony are generally possible.
Please ask your administrator for detailed information.
If you do not have this information's, you always prefer landlines
or your GSM phone for emergency calls!



Thank you for your kind attention

Masterclass Training
Unify Academy

